Reference Material for:

Agenda Item 4a
Strategic Technology Plan: Proposed Approach

Slide 8
Implement Countywide Telecom Guidelines

Includes:
- Countywide Telecommunications Guidelines - Background Information

Countywide Telecommunications Guidelines
Background Information

ISSUES

- There is no automated way to track mobile devices
    - o Significant staff time needed to keep inventory up-to-date
    - o Significant staff time is currently being used to associate devices with people, devices with charges, and charges to the correct budget line
- Some agencies procure mobile devices themselves, therefore, the county has no master accounting of purchases or of associating devices with employees - agencies discover that they are paying for devices for people who have retired/left or paying for two devices (like a cell phone and a pager) for the same employee
- Tracking mobile devices crosses over to other realms and could lead to extensive changes to business practices (e.g. processes for when people leave employment, telecommuting, etc.)
- Negotiating master contracts with the potential of significant savings will be more difficult without a good inventory

WIRELESS VOICE AND DATA DEVICE USAGE

- Blackberries were first introduced to KC 7/2003
- Blackberry or Wireless Voice and Data Device usage increased 82% in the last 3 years

Jul-03 Feb-05 Jul-06 Mar-07 Mar-08

Number of
Licences
in Use
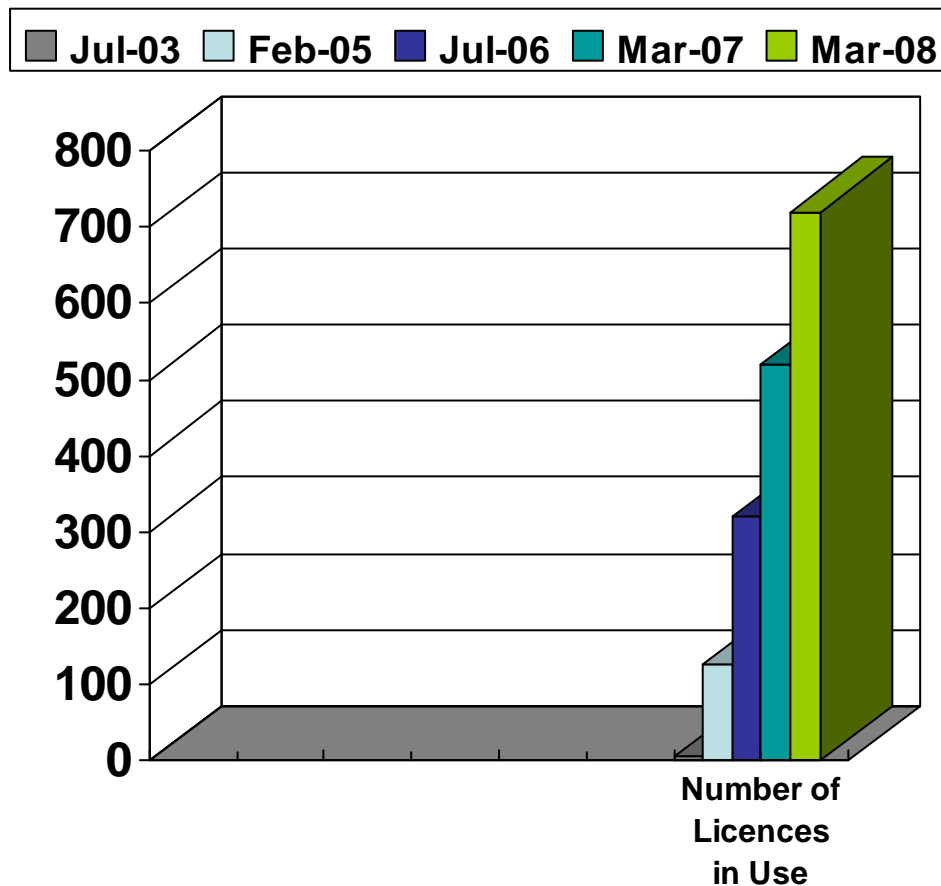
MAJORITY OF COSTS ASSOCIATED WITH MOBILE DEVICES IS IN THE USAGE AND NOT IN THE PURCHASE OF HARDWARE.

CELLULAR SERVICE ANNUAL USAGE

Provider 1 □ **Provider 2** ■ **Provider 3**

*Potential Savings = 9%